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| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
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10/723,415

11/26/2003

Steven J. Coule

P16512

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09/29/2006

BUCKLEY, MASCHOFF, TALWALKAR LLC
5 ELM STREET
NEW CANAAN, CT 06840

EXAMINER

KNOWLIN, THJUAN P

ART UNIT

PAPER NUMBER

2614

DATE MAILED: 09/29/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

| | | | |
|------------------------------|------------------------|---------------------|--|
| Office Action Summary | Application No. | Applicant(s) | |
| | 10/723,415 | COULE, STEVEN J. | |
| | Examiner | Art Unit | |
| | Thjuan P. Knowlin | 2614 | |

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 26 November 2003.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-30 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-30 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 26 November 2003 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claim Rejections – 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

1. Claims 1-30 are rejected under 35 U.S.C. 102(e) as being anticipated by Graves et al (US 7,069,291).
2. In regards to claims 1, 6, 13, and 27, Graves discloses a method and article of manufacture of formatting call information (e.g., call data/request/processing/services) comprising: obtaining information related to a call; and formatting that call information in a non-proprietary format (e.g., XML format) common to various applications (See col. 3 lines 8-18, col. 12 lines 9-14, and col. 12-13 lines 59-11).
3. In regards to claims 2, 19, 22, 23, 26, and 28, Graves discloses the method and article of manufacture, call distribution telephony device, and computer telephony integration device, further comprising storing the formatted call information (See col. 7 lines 4-16, col. 8 lines 3-8, col. 8 lines 28-35, col. 12 lines 9-14, and col. 13 lines 4-12).

4. In regards to claim 3, Graves discloses the method, further comprising searching the formatted call information (See col. 8 lines 3-8, col. 15 lines 36-42, and col. 22 lines 7-38).
5. In regards to claim 4, Graves discloses the method, wherein the calls are transmitted from a call center (via a call agent/operator/service provider) (See col. 2 lines 30-40, col. 6 lines 50-62, and col. 25 lines 35-36).
6. In regards to claim 5, Graves discloses the method, wherein the calls are received at a call center (via a call agent/operator/service provider) (See col. 2 lines 30-40, col. 6 lines 50-62, and col. 25 lines 35-36).
7. In regards to claim 7, Graves discloses the method, wherein the non-proprietary format is XML (See col. 3 lines 8-18, col. 12 lines 9-14, and col. 12-13 lines 59-11).
8. In regards to claim 8, Graves discloses the method, wherein the call is an Internet protocol telephony call (See col. 8 lines 47-55).
9. In regards to claim 9, Graves discloses the method, wherein the call is a time division multiplexed call (See col. 20 lines 57-61).
10. In regards to claim 10, Graves discloses the method, further comprising identifying agents accessing a call distribution telephony device (See col. 3 lines 1-15).
11. In regards to claim 11, Graves discloses the method, further comprising validating access to the call distribution telephony device (See col. 10-11 lines 53).
12. In regards to claims 12 and 15, Graves discloses the method, further comprising queuing a plurality of calls received and distributing the plurality of calls to a plurality of agents in a first received first served basis (See col. 9-10 lines 63-2).

13. In regards to claim 14, Graves discloses the method, wherein the formatted call information is manipulated by an application to determine numbers of calls received at various times of day (See col. 16 lines 41-52).

14. In regards to claim 16, Graves discloses the method, wherein the information includes information related to distribution of the call (See col. 9 lines 43-53).

15. In regards to claim 17, Graves discloses the method, wherein the information includes information (e.g., calling party number) related to a party placing the call (See col. 13 lines 40-47 and col. 22 lines 41-48).

16. In regards to claim 18, Graves discloses the method, wherein the information includes information related to a party (e.g., the destination) to whom the call is directed (See col. 13 lines 40-47 and col. 22 lines 41-48).

17. In regards to claims 20, 21, 24, and 25, Graves discloses the call distribution telephony device and computer telephony integration device, further comprising an application server interface coupled to the processor and an application server, the application server to determine routing of calls (See col. 23 lines 27-35).

18. In regards to claim 29, Graves discloses the article of manufacture, wherein the instructions further cause the process to create statistical information in a non-proprietary format from information related to a plurality of calls (See col. 8-9 lines 63-9).

19. In regards to claim 30, Graves discloses the article of manufacture, wherein the instructions further cause the processor to retrieve the information related to the call from a received call (See col. 8-9 lines 63-9).

Conclusion

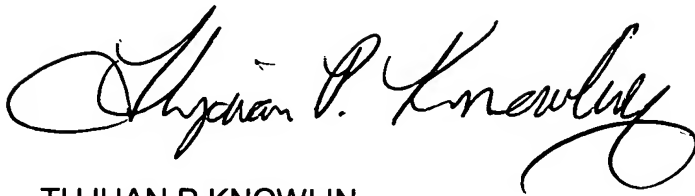
20. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Graves et al (US Patent Application Publication, Pub. No. : US 2003/0007621 A1) teach systems and processes for call and call feature administration on a telecommunications network. Strathmeyer (US Patent Application Publication, Pub. No.: US 2005/0025127 A1) teaches a method and apparatus for communication web services.

21. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan P. Knowlin whose telephone number is (571) 272-7486. The examiner can normally be reached on Mon-Fri 8:30-5:00pm.

22. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Wing Chan can be reached on (571) 272-7493. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

23. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Art Unit: 2614

A handwritten signature in black ink, reading "Thjuan P. Knowlin". The signature is written in a cursive style with a large, looping initial "T" and a stylized "K".

THJUAN P KNOWLIN
PATENT EXAMINER
TECHNOLOGY CENTER 2600